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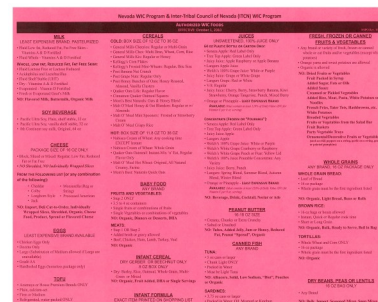
Cashier News



Effective October 1, 2010 Cashier Cards Are Pink

All registers equipped with JP Morgan WIC EBT POS machines are required to have the bright pink cashier cards available at all times.

The old green cashier cards can be removed.



New Vendor Materials

All Vendor Manuals, Colored Food Booklets, and pink Cashier Cards for 2010 have been mailed to the vendor corporate contacts. If you have not received your materials please contact your corporate offices.

Vendors can also access a listing of all WIC approved foods and their UPC codes along with many other useful materials online at

http://health.nv.gov/WIC_VendorInfo.htm

New Colored Food Booklet

The Nevada WIC Program's new Approved Foods List booklets are now available and effective starting October 1st. The new booklets are pink and contain helpful information for participants and vendors.

All new food additions are reflected in this booklet.

Nevada WIC Programs Approved Foods List



Effective October 1, 2010

Supplemental Nutrition for Women, Infants and Children
Vendors may not carry all items listed and/or pictured on the WIC food list.



*** **IMPORTANT CASHIER TRAINING INFORMATION** ***

This newsletter is designed as your **CASHIER TRAINING EFFORTS** & will also serve as a handy reference guide.

WIC Food Updates

Whole Grains

- ★ All Whole Grain Package sizes have been changed to 16 ounces only.
- ★ Tortillas and breads are no longer brand specific. A whole grain must be the first ingredient listed. If water is the first ingredient it is not WIC Eligible.
- ★ All brands currently approved are listed on the WIC vendor webpage.



Cereals

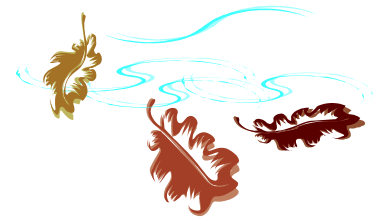
- ★ Cold Cereal additions: Malt O Meal Frosted Mini Spooners -Regular or Strawberry Cream, Malt O Meal Honey and Oat Blenders- Regular or with Almonds, Malt O Meal Crispy Rice, MOM's Best Naturals- Oat and Honey blend.
- ★ Hot Cereal additions: Malt O Meal Hot Wheat- Original, All Natural Creamy Farina or Wheat and MOM's Best Natural Quick Oats.
- ★ 12 oz minimum packaging for cold cereal and 11.8 oz for hot cereal.



Infant Cereal



- ★ Beechnut infant cereals are now approved. 8 ounce box only.
- ★ Barley, Rice, Oatmeal, or Multigrain.



If you think a product is eligible and we do not have the UPC code in the POS machine, you must submit the approved UPC form, available on our webpage, to have the item added to our database.

WIC Food Updates Continued



Addition of Frozen and Canned Fruits & Vegetables



- ★ **NOT ALL** canned and frozen fruits and vegetables are WIC Approved. Any brand or variety of canned or frozen fruits or vegetables as long as they contain:
 - ✳ **No** added sugars, fats or oils, no added sauces, no creamed vegetables, no added rice, meat, pasta, white potatoes or noodles, no french fries, tater tots, hash browns etc.
 - ✳ **No** breaded vegetables.
 - ✳ **No** Artificial Sweeteners or added sugars. Note that other names for sugars Include Corn syrup, high fructose corn syrup, maltose, honey, dextrose, maple syrup, sucrose.
- ★ When ringing up these items **DO NOT** use the generic PLU code for fresh fruits and vegetables, you must scan the product's UPC code.
- ★ Scan the UPC through the WIC POS machine as you would with other products. Not all canned and frozen fruits & vegetables are approved based on added ingredients.

Processing Fruits & Vegetables

When ringing up canned or frozen fruits or vegetables, **DO NOT** use the generic PLU currently in place for fresh fruits and vegetables. Scan the UPC through the WIC POS machine as you would other products. Not all canned and frozen fruits and vegetables are approved based on added ingredients.

Prepackaged items located in your fresh produce isles have been added to our UPC database. For items such as prepackaged lettuce, bags of oranges or apples, berries, etc., you can now scan the item's UPC code instead of using the generic PLU provided for the fresh fruits and vegetables. Using the UPC codes on the packages prevents participants from buying unapproved items such as bagged potatoes and salad mixes with dressings.



WIC Food Updates Continued

ALLOWED

Canned Fruits or Vegetables

- Any brand, size and type of container
- Packed in water or juice without added sugar
- Natural or Unsweetened applesauce
- Tomatoes or tomato products (whole, crushed, diced, paste or purees)
- Sweet potatoes or yams without added sugar
- Regular or low sodium vegetables
- Organic

Frozen Fruits or Vegetables

- Any brand, size and type of container
- Any variety without added sugars, sauces, fats or oils
- Sweet potatoes or yams without added sugar, fats or oils
- Organic

NOT ALLOWED

Canned Fruits or Vegetables

- Fruit packed in syrup (heavy, light, or extra light)
- Fruit cocktail, cranberry sauce, or pie filling
- Fruit with added sugar, salt, fats, oils, or artificial sweeteners (Splenda, NutraSweet, etc)
- Vegetable mixtures with potatoes
- Vegetables with added fats or oils
- Vegetables that are pickled, creamed or in sauce
- Tomato products with added sugar, fats, or oils

**Always refer to your Authorized
WIC Foods Card. Stores are
required to have the current card
at each register equipped to
complete WIC EBT
transactions.**



WIC Food Updates Continued



Juices

- ★ Juice additions include: Juicy Juice-Grape, Cherry, Berry, Punch, White Grape, Kiwi Strawberry, Apple Raspberry, Orange Tangerine, and Strawberry Banana. Langers— Red Grape Juice, White Grape Juice, Apple Juice, Spring Blend, Summer Blend, Autumn Blend, Winter Blend.
- ★ Participants may purchase 64 oz plastic bottles, frozen or shelf stable concentrates as listed on their shopping list.



Cashiers are responsible for knowing which items such as milk, eggs, and pineapple or orange juice are the least expensive available in your store.


Although the higher priced products may scan, they are not the least expensive product available in your store at the time the participant is shopping.

The item will scan because the UPC codes have to be in the database for those vendors that may only carry one brand. Several of the rural vendors carry the more expensive name brands because that is all that is available to them.

You are NOT in compliance with your contract if you are selling items that are not the least expensive when specified.

Cashier Training

A few reminders for cashiers

- Participants are allowed to purchase **ANY BRAND** of peanut butter, beans, tuna, cheese, sardines and whole grains. The store cannot require participants to purchase least expensive for these items.
 - Mozzarella string cheese is allowed if it is in a 16oz package.
 - Participants are allowed to substitute brown rice or corn and wheat tortillas with their whole grain prescription on an equal weight basis.
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- If you receive an error after scanning an item that you know is a WIC item, be sure to contact the State office so the UPC code can be added to the database.
 - **ALWAYS** have the participant swipe their EBT card at the beginning of each transaction. **DO NOT** manually enter the participants card number.
 - **NEVER** enter the participants PIN number for them.
 - Treat WIC customers the same as other customers. WIC participants may not be discriminated against because they are on WIC. WIC customers must be able to shop at your store during any of the stores regular hours. Remember for each WIC dollar spent, WIC participants will spend an additional 3 to 4 dollars in cash or food stamps in your store.
 - You must scan every item that a participant brings to the register. You are not expected to know every item that is available, however you cannot just tell a participant “No” because you do not think the item is WIC approved. Scan the item and if it does not go through, tell the participant what the error message is.
 - On several occasions participants have been told they cannot purchase items that ARE WIC approved. Some reasons for that are: Cashier did not know it was WIC approved and did not even try to scan it, the participant did not have enough ounces left on their card, it was the size they were trying to purchase not the brand.



Cashier Training

Processing Coupons & store specials

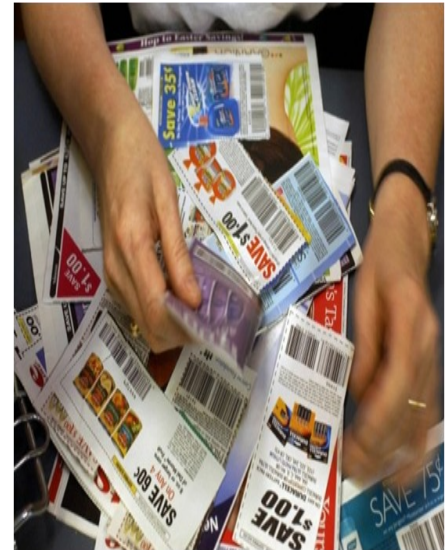
If coupons or other promotional specials are provided, these must be given to WIC participants also. You must enter the discount into the JPM Morgan WIC EBT POS. We encourage WIC participants to utilize coupons, vendor club cards, sales and every available means to reduce food costs so additional participants may be served by the WIC Program.

To process a store or manufacturer's coupon:

- Ring up the WIC purchase like you normally would
- Press F1 (Total), this will bring up a screen which asks for the coupon UPC
- Scan, or manually enter the UPC for the coupon
- Enter the value of the coupon
- Repeat this process if the participant has more than one coupon
- Once all coupons have been entered, complete the purchase as normal

To process a store special or discount such as 2 for 1 offers or Buy 1 get 1 1/2 off:

- For this example we will use milk that is being sold as 2 for \$3.98:
- Ring up both gallons of milk at regular price (\$2.29). This will give you a total on milk of \$4.58
- Finish ringing up the entire WIC purchase, then press the F1 (Total) button. This will bring you to the screen which asks for the coupon UPC
- Enter any number between 4 and 6 digits (It is suggested that you create a consistent UPC for store discounts for your own tracking purposes)
- Press the Green "Enter" button. This will bring you to the screen asking for the amount of the coupon
- Enter the difference between the regular price of the milk and the discounted price, in this case \$0.60
- Press the Green "Enter" button
- After all the coupons have been entered, press the F1 (Total) key again
- A confirmation receipt will print, if this is correct, press F1 (Yes) to complete the transaction



AS A CONVENIENCE THIS INFORMATION HAS BEEN PROVIDED ON THE BACK OF THE PINK CASHIER CARD

Vendor Compliance Issues

We receive complaints on a daily basis from clinics and participants regarding issues at local vendors. We also have secret shoppers completing routine compliance buys. Here are some common issues we are currently seeing or hearing about.



Vendors are refusing to allow participants to use store discount or club cards. They are telling participants they are not eligible because they are on the WIC program. **This is discrimination.**

Participants are purchasing jarred baby foods that are not WIC approved.

When a participant brings 15 jars of baby food to the register, you must scan each jar. We are finding that cashiers are counting the number of jars and entering the number into the POS machine and scanning 1 UPC code allowing participants to purchase Mac N Cheese, Chicken and Rice etc.

We have also witnessed cashiers coming across a jar of infant food that will not scan, so they will scan a jar they previously scanned AND give the participant the jar of unapproved food.

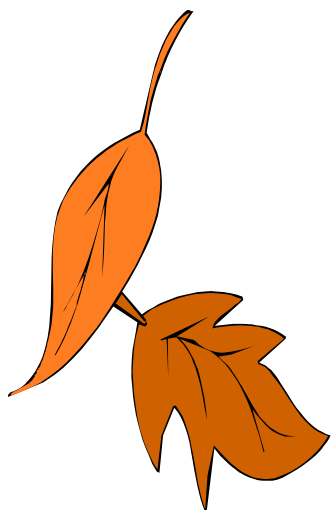


VENDOR REMINDERS

- ★ At least **ONE** WIC lane **MUST** be open at all times.
- ★ Be sure to check that the formula on shelves has not expired. Selling expired formula to a participant is a violation.
- ★ All stores are required to meet the minimum stock requirements at all times.
- ★ If specific WIC items are needed to fulfill WIC participant's prescriptions, your store will be notified by the State Agency of which items from the WIC Approved Food List you must stock within 48 hours.

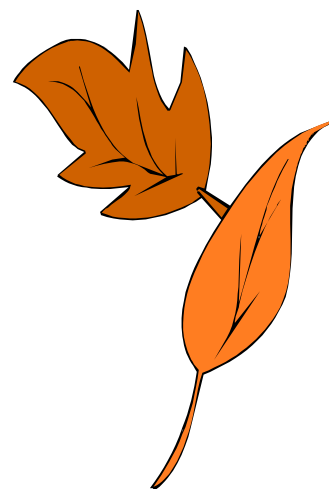
You can find helpful information about the Nevada WIC Program requirements at:

http://health.nv.gov/WIC_VendorInfo.htm



We want to hear from you!
Send or e-mail your questions to:
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Carson City, NV 89706

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